

**VIRGINIA BOARD OF PHARMACY  
MINUTES OF BOARD RETREAT**

March 28, 2007  
Fifth Floor  
Conference Room 2

Department of Health Professions  
6603 West Broad Street  
Richmond, Virginia 23230

---

**CALL TO ORDER:** The meeting was called to order at 10AM

**PRESIDING:** John O. Beckner, Chairman

**MEMBERS PRESENT:** Bobby Ison  
Gill B. Abernathy  
Willie Brown  
Jennifer H. Edwards  
David C. Kozera  
Leo H. Ross  
Michael E. Stredler  
Brandon K. Yi

**MEMBERS ABSENT:** Diane Langhorst

**STAFF PRESENT:** Elizabeth Scott Russell, Executive Director  
Cathy M. Reiniers-Day, Deputy Executive Director  
Caroline D. Juran, Deputy Executive Director  
Elaine J. Yeatts, Senior Regulatory Analyst  
Howard M. Casway, Senior Assistant Attorney General  
Betty Jolly, Assistant Director for Policy and Education

**QUORUM:** With 9 members present, a quorum was established.

**BOARD RETREAT** The Board of Pharmacy held a retreat to conduct strategic planning with respect to new initiatives and meeting new agency performance measures. The Board heard a presentation from Lynn Rubenstein, Executive Director, Northeast Recycling Council, on how to set up collection programs for unwanted medication by consumers. The Board also heard a presentation from Donna Horn, Director, Patient Safety- Community Pharmacy, Institute for Safe Medical Practices related to what boards of pharmacy should be doing to promote patient safety and reduce medication dispensing errors. Sandra Ryals, Director, Department of Health Professions provided the Board with statistical information relating to disciplinary caseload and the new agency performance measures. The Board held discussions related to the presentations, and other current issues, and by consensus developed plans to begin implementation of actions to address some of these issues. The outcomes of the discussions are provided in a summary attached to these minutes as Attachment A. No motions were

made during this meeting.

**ADJOURN:**

With all business concluded, the meeting adjourned at approximately 5 p.m.

---

Elizabeth Scott Russell  
Executive Director

---

John O. Beckner, Board Chairman

---

Date

## CONVERTING CORE VALUES INTO PERFORMANCE STANDARDS

**Outcome: Committee formed to review and make any needed modifications to Sanction Reference tool for consideration at next Board meeting.**

Discussion by Board for Committee Use:

- Key performance measure of 90% of patient care cases closed in 250 days is a goal to be addressed immediately and with collaborative, dedicated, goal oriented action between Board and staff;
- Data may need scrubbing regarding what is “patient care” in order to determine baseline;
- One tool that has proven useful to other Boards in decreasing days to closure is sanction reference;
- Sanction Reference Point study was discussed as a system to determine appropriate sanctioning for professional misconduct, with no negative actions resulting from its use and the positive result of increasing the potential of respondents acceptance of sanction;
- Board resolved to address key performance measures.

The Board of Pharmacy recognizes high-quality service efforts expected of the Department through Governor Kaine’s “Virginia Performs” and encourages effective performance on all three measures, and will begin that focus by examining systems to achieve the 250 day closure on patient care mandate.

## TOPIC 1: BOARD FACILITATED DRUG DISPOSAL COLLECTION

**Outcome: exploratory committee appointed**

- Board Discussion for Committee Use:

Beginning exploration will be internal, without the immediate input of DEQ or law enforcement; Exploration will research what is applicable in Virginia law and regulations for disposal at the present time; Exploration will conclude next step of Board action: advisory issues, guidance document developed or regulations sought immediately.

- Expert available for consultation: Lynn Rubinstein, Executive Director, Northeast Recycling Council

## TOPIC 2: MANDATE SPECIFIC CONTINUING EDUCATION TOPICS

**Outcome: Legislative proposal to be reviewed by Board at next meeting**

- Board Discussion for Committee Use:

Mandate concept applies to pharmacist as well as technicians;

Mandated course for professionals could include patient safety curriculum, state laws update, or any current core competency;

Flexibility in mandate would include the choice of no mandate for that year;

Notification could be included with renewals, with compliance audit on completion of mandated course.

### TOPIC 3: DISPENSING ERRORS AND PROMOTING PATIENT SAFETY

#### **Outcome: CQI committee appointed**

- Board Discussion for Committee Use:
  - The need for the Board is to be proactive in continuous quality care (CQI) for patient safety; and should be presented to pharmacies as risk management;
  - Develop a guidance document for pharmacy sites on patient safety approaches to avoiding dispensing errors;
  - Triage factors most likely to lead to dispensing errors;
  - Triage infractions by importance and limit the number to top 3/top 10 rather a menu of every shortcoming; making inspections more substantive and routinized;
  - Approach quality control as ongoing;
  - Examine legislation in other states, directives from other state Boards; JCHC guidelines'; IOM documents;
  - Involve pharmacist input thorough survey or focus group.
- Partner with national expert organization for national data and trends and methods: ISMP Donna Horn
- Draft language to amend 54.1-2400.6 to expand requirement for reporting to include retail (all) pharmacies will be presented at next Board meeting.
- Draft language for anonymous reporting of medication errors will be presented at next Board meeting.

### TOPIC 4: AT THE POINT OF INSPECTION FINES

#### **Outcome: Draft legislation to be reviewed by Board at next meeting**

- Legislation needed to allow for immediate fines when on site inspection identifies an infraction
- Ticket issued on site and mailed in later
- Fine goes against the pharmacy permit, not PIC
- Payment responsibility left to the business not the Board

### TOPIC 5: LICENSE RENEWAL PROCESS REVIEW

#### **Outcome: Group decision: stagger by license type but retain annual renewal**

- Pharmacists' and technicians' licenses in state would continue to be due December 31, annually;
- "Outliers" such as non-residents, due same date, TBD, but not 12/31;
- Facility licenses, due same date, TBD, but not 12/31.